



NETWORK TECHNOLOGY ADVISORY COMMITTEE

MINUTES

February 19, 2014

6—8 p.m.

Joan Stout Hall, Room 115

Members Present: Gary Liberman, Committee Chair, Earthlink; Jeff Groff, Committee Vice Chair, Clark PUD; Nathan Kostrba, The Columbian; Michael Mason, Wacom Technology Services Corp.; Eric Hazen, ieSolutions; Brian Mackay, The Columbian Publishing Co.

Members Absent: Joe Edelen, Daimler Trucks North America, LLC; Jamie Daubenspeck, ECOS Consulting

Clark College: Dwight Hughes, NTEC Department Head; Robert Hughes, CTEC Department Head; John Maduta, Advising Divisional Manager, Prof. Tech. Programs; Sarah Weinberger, Career Services; Andreana DiGiorgio, Secretary Sr., Advisory Committees

Committee Chair Gary Liberman called the meeting to order at 6:02 p.m. and introductions were made. New committee member Eric Hazen spoke about his position at ieSolutions.

Review of the Minutes of the Previous Meeting

After a review of the previous meeting's minutes, a motion was made to approve the October 16, 2013 minutes. The motion was seconded and unanimously approved.

CTEC Department Head/Chair Report

Computer Technology Department Head Bob Hughes began his report stating that there has been a surge in enrollment in the Computer Support program. He said that part of the surge is from veterans entering the program, but he also thinks it's because the math entry requirement has been reduced and the equivalent of high school algebra is no longer required.

Next, Bob reported that CTEC has purchased MeasureUp software for students to prepare for their MTA (Microsoft Technology Associate) certifications. Additionally, certification exams can be taken in the classroom as a part of the course curriculum, which is a huge departure from the way that certifications were available to our students in the past. He credits Instructor Adam Coleman as the individual responsible for implementing this change. So far, 25 students have earned their MTA certifications including 12 to 15 who earned this as a part of their CTEC 150 Introduction to Local Area Network class.

In addition to the role that the MTA-based courses play in the Computer Support courses, they are now a part of a 55 credit core he has developed along with Advising Divisional Manager John Maduta where a student can earn as a component of an Applied Baccalaureate transfer degree in Health Informatics Technology delivered online through Bellevue College.

Lastly, Bob told the committee that help desk ticketing software is needed. Bob asked the committee for feedback on what software is being used in industry. The committee said there is no industry standard. However, Nate Kostrba said that he uses SpiceWorks. He said it's

available either for free or ad-based. Gary said that BMC Remedy is the giant in the industry. He added that the problem with going with a larger one is that the learning curve is good but the ease of maintenance creates a lot of work. He says the key element of customer service is “noting” the ticket. Gary said that the challenge is teaching the users to constantly make comments. He said that there are four major components to this: how to open a ticket, how to update a ticket, how to find a ticket and how to run a report on the ticket.

NTEC Department Head/Chair Report

Network Technology Department Head, Dwight Hughes, reported that there has been a lack in funding for equipment. He said that last year he was able to obtain funding for half the amount he needed for equipment and now he wants to resubmit a grant request for the other half. He told the committee he needs about \$20K to replace and update his currently obsolete Cisco equipment. Dwight told the committee that he will send out an email vote along with equipment information and costs.

Next, Dwight told members that he needs to update the current VGA classroom lecture projectors to LCD. He said that high definition is needed in the classroom. He said that it will take about \$11K to put new LCD equipment in 2 classrooms. He added that if he can’t get funding, the class caps would need to be lowered to 16 students per class. Dwight said that currently it’s at 18 students and would eventually like to increase class size to 20, but there’s just not enough equipment.

Dwight showed the members NETLAB on the overhead. He said it’s a web interface to all of the Cisco lab equipment so students can do Cisco labs on live equipment. He added that it is a Java based console log in. He explained that students can build their own labs. He said that they did get \$300K from the State of Washington for a big rack of servers and are all on this. He said that 21 students are using NETLAB at home and he added that the students love it. He said that students can finish their labs at home or even do all their labs from home. He added that someday he would like to see a totally online CCNA program. Dwight then showed the members Clark’s new education learning system, Canvas. Dwight said he records his lecture and students can log in to their Canvas account and watch the lectures online from home.

Dwight asked if any members could provide a 30-40 minute presentation for students about a topic of their choosing, i.e. what it’s like to be a support technician in their company, etc. He said students like to hear about experiences in the workplace. He said that fieldtrips are also helpful to students, so he asked if any members would like to present in one of the classes or invite a class to their workplace and give a tour, to please contact him.

Work Plan

The committee reviewed the 2013-14 work plan.

Curriculum Goals:

1. *Further develop and evaluate the hybrid course options for the NTEC program.* Dwight mentioned that students don’t quite understand the “60% hybrid course.” He said that there is a large attrition rate because students misunderstand what the 60% hybrid really means. They don’t realize that they still need to come in to the lab five hours per week. Dwight said he polls students for input at the end of the classes. The committee said would like to see more data from the students. Timeline was moved from spring 2014 to December 2014.

2. *Focus on the development of new programs including IT Professional, Network Security and Data Center program at both the associate and baccalaureate level.* This is still being worked on and Bob said that after the first baccalaureate degree at Clark is realized, more ideas and information will be forthcoming and it will be a better time to discuss this. Dwight had a quick update that he applied for a grant from the SBCTC to do a survey of students and ask whether they are interested in a BAS degree. The grant was approved and he will be holding an online click survey. It was recommended to keep this on the work plan with a timeline of spring 2014.
3. *Work to revitalize the Data Center Certificate by developing additional data center classes.* Dwight said he will work with the committee members to identify areas for class development. Dwight asked the committee what they thought the skill set would be. He made a note that the recommendation from Nate for storage architecture from start to finish will be researched along with defining other courses as well. Timeline was set to fall 2014.

Marketing/Public Relations Goals:

1. *Vision 2020.* Ongoing.
2. *Recruit new NTEC advisory members.* Dwight asked if anyone knows of people in industry to let him know. The ratio is currently five employer reps and two employee reps. He said the committee can use a couple more employee reps. Dwight will offer some names next meeting and committee can look at the candidates. Keep as ongoing.
3. *Identify and recruit potential faculty members who have industry experience.* Keep as ongoing.

New Business

Dwight and Gary brought up the issue of quorum. Gary said that it is sometimes difficult to make quorum at these meetings and that maybe the committee should look at a stationary number to represent a quorum for this committee instead of the current 51%. After some discussion, Gary said he would send an email reminder to the committee prior to the next meeting to bring their thoughts to the meeting. This will also be put on the next meeting agenda.

Next, Gary spoke about member attendance. A discussion took place about members who miss consecutive meetings. A motion was made to change Article IV, Section 3 of the bylaws to: "Any member who misses three consecutive quarterly meetings will be removed from the committee." The motion was seconded and unanimously passed.

Gary summarized the meeting and adjourned at 8:05 pm.

Next Meeting Date

Wednesday, May 28, 2014 from 6—8 p.m.